



Essential Insights

Geo-Diverse Delivery for Scalable Growth

Blending onshore and offshore teams enables cost-effective scale without compromising quality.

Smart Tech + Human Touch

Strategic technology integration paired with personal engagement boosts satisfaction and efficiency.

Proactive Outreach, Better Outcomes

Targeted outreach closes care gaps, drives engagement, and advances population health.

Case Study

Transforming Operations to Deliver Improved Business and Health Outcomes



The Big Picture

A non-profit healthcare system comprising hospitals, clinics, and urgent care centers, faced mounting operational challenges tied to their mission of delivering consistent, high-quality, patient-centered care. As administrative demands rose and clinical workflows became increasingly constrained, they actively sought a strategic solution to streamline their operations. They partnered with Carenet to enhance efficiency, reduce costs, and improve patient engagement across their underserved populations. By leveraging our integrated suite of clinical and non-clinical services, we built a solution that significantly improved the patient experience, operational efficiency, and strategic business outcomes.

Objectives

This case study focuses on how our collaboration with the client delivered measurable outcomes by targeting the following key objectives:

- Relieving in-clinic staff burden through efficient management of non-clinical functions.
- Enabling clinical care delivery with 24/7 nurse triage and efficient escalation management.
- Optimizing operational efficiency while addressing cost constraints and improving patient access.

The Carenet Solution

A comprehensive strategy tailored precisely to the client's needs was deployed, ensuring clinical and non-clinical workflows operated in synergy. By integrating with the provider's existing telephony and EMR systems, we delivered transparent process improvements that enhanced the patient and provider experience alike.

Non-Clinical Solutions (Offshore)

Our offshore services, centered in the Philippines, delivered scalable, cost-effective solutions that seamlessly integrated into the client's existing systems.

- **Provider Communications:** Advanced messaging coordination through direct integration with the client's EMR system, ensuring consistent and efficient conversations between patients and their providers.
- **Appointment Management:** Proactively ensuring patients access care promptly by coordinating appointments directly with them.
- **Accurate Patient Record Maintenance:** Systematic management of patient records, improving operational workflows and ensuring real-time data availability for clinical teams.

Clinical Solutions (Onshore)

- **24/7 Nurse Triage Services:** Highly skilled nurses assessed and directed patients to appropriate care pathways, reducing avoidable ER visits and facilitating timely care.
- **Critical Case Management:** Managing urgent laboratory callbacks and immediate escalation cases to enhance overall care quality.

Key Challenges

- Communication inefficiency between patients and providers.
- Delays in appointment scheduling, leading to slower access to care.
- Inaccurate or incomplete patient records, impacting clinical workflows.
- Avoidable emergency room visits, requiring better triage and care management.
- Urgent case management, particularly in critical or time-sensitive situations.



Results



20% cost reduction through streamlined workflows and reduced triage interaction costs



31% increase in non-clinical calls handled, boosting patient accessibility



26% increase in clinical interactions, enhancing patient access



100% SLA compliance for clinical escalations, meeting all service level agreements for critical cases

01. Business Outcomes

- **Administrative Efficiency:** Reduced the workload on in-clinic staff, allowing them to focus on delivering care at the top of their licensure.
- **Cost Optimization:** Achieved a 20% reduction in costs per triage interaction by streamlining workflows.
- **Improved Call Handling:** Increased the number of non-clinical calls handled by 31%, boosting patient accessibility.
- **Encouraged Proactive Engagement:** Improved patient visit completion rates through proactive outreach.

02. Health Outcomes

- **Enhanced Patient Access:** Delivered a 26% increase in overall clinical interactions year-over-year, enabling more consistent touchpoints and stronger relationships.
- **Strengthened Care Continuity:** Closed gaps in care with targeted patient outreach, improving preventive and chronic care management.
- **Timely Incident Escalations:** Met 100% of SLAs for clinical escalations, ensuring critical cases were addressed with precision and urgency.



Insights

“We enjoy the **flexibility and scalability** Carenet offers. As your technology expands to support our changing environment, we are open to having one vendor who will meet all our servicing needs and are looking toward Carenet to do that.”

Chief of Operations

This collaboration demonstrates that blending clinical and non-clinical expertise drives measurable growth and impact within healthcare organizations.

Key insights that emerged from this engagement include:

- **Geo-Diverse Solutions for Scalability:** Using both onshore and offshore resources allows cost-effective scaling while preserving quality.
- **Technology Integration:** A mix of strategic technology integration and human touchpoints fosters improved patient satisfaction and team efficiency.
- **Proactive Outreach Drives Outcomes:** Strategic patient outreach programs bridge care gaps, elevate engagement, and improve population health management.

Forward Vision

For healthcare systems striving to balance increasingly complex operational challenges, integrated solutions like ours offer a proven framework to optimize workflows, enhance care delivery, and achieve both immediate and long-term goals.

Empowering Healthcare Organizations Together

At Carenet Health, we redefine healthcare engagement and outcomes through focused collaboration and technology-driven solutions. From optimizing operations to improving care delivery, we bring the expertise and insight needed to empower healthcare organizations to thrive in today's dynamic environment, ensuring measurable business and health outcomes.

Want to learn how we can partner with your organization to achieve operational clarity and success?

[Contact us today.](#)





The name of the client in this case study has been excluded at the client's request, due to company policy.

About us

For more than 20 years, Carenet Health has partnered with 500+ premier payers, providers, and healthcare technology and services enterprises to measurably improve engagement, efficiency, and meaningful business and health outcomes. Carenet combines AI-powered technology, insight-led orchestration, and experienced clinical operations to deliver high-tech, high-touch solutions. It was recently recognized as a Major Contender in Everest Group's PEAK Matrix® for Patient and Member Engagement Platforms. Learn more about how Carenet is powering the business of healthcare at carenethealth.com.

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